

Attorney's Docket No. 062403.P001

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of:	)	
	)	
Howard M. Lee	)	Examiner: Not Yet Assigned
	)	
Application No.: Not Yet Assigned	)	Art Unit: Not Yet Assigned
	)	
Filed: October 22, 2003	)	
	)	
For: BUSINESS PERFORMANCE	)	
AND CUSTOMER CARE	)	
QUALITY MEASUREMENT	)	

Mail Stop Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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Mark S. Peloquin, Esq.  
(Signature of person mailing paper or fee)

October 22, 2003  
Date

Pursuant to 37 C.F.R. § 1.97, the submission of this Information Disclosure Statement is not to be construed as a representation that a search has been made and is not to be construed as an admission that the information cited in this statement is material to patentability.

Pursuant to 37 C.F.R. § 1.97, this Information Disclosure Statement is being submitted under one of the following (as indicated by an "X" to the left of the appropriate paragraph):

- X   37 C.F.R. §1.97(b).
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Respectfully submitted,

PELOQUIN, PLLC

Dated: Oct. 22, 2003

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**Complete if Known**

Application Number	Not Yet Assigned
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Filing Date	October 22, 2003
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October 22, 2003

First Named Inventor	Howard M. Lee
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Howard M. Lee

Art Unit	Not Yet Assigned
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Not Yet Assigned

Examiner Name	Not Yet Assigned
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Not Yet Assigned

Attorney Docket Number	062403.P001
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062403.P001

## U. S. PATENT DOCUMENTS

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**FOREIGN PATENT DOCUMENTS**

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